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# LIBRARY ASSISTANT

THE OFFICIAL JOURNAL OF THE ASSOCIATION OF ASSISTANT LIBRARIANS (Section of the Library Association)

HON. EDITOR: T. I. M. CLULOW (Kingston-upon-Thames Public Library)

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#### Announcements

HE next meeting of the Section will be held jointly with the London and Home Counties Branch of the Library Association at West Ham Central Library at 7 p.m. on 24th February. Mr. Donald McDougall, F.L.A., Librarian of West Ham Public Libraries, will speak on "Lending library technique, with special reference to the Dickman book-charging system." After the meeting, members will be enabled to inspect the library and examine the working of the Dickman system.

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The Library is in Water Lane, and can be reached as follows:

All 25 buses and 63 trams pass the building—book to Municipal College.

L.N.E.R. (Liverpool Street) to Maryland Point, which is five minutes' walk from the library.

District Railway to Bow Road (not West Ham) Station, then bus or tram.

A Dance is to be held at Chaucer House on Wednesday, 17th February, at 7.45 p.m. Tickets are 25., and may be obtained from Mr. W. C. Pugsley, Branch Library, Chadwell Heath, Romford, or from any member of the Council.

CORRESPONDENCE COURSES.—Students are reminded that applications for the Revision Courses in Classification and Cataloguing must reach Mr. S. W. Martin, Carnegie Library, Herne Hill Road, London, S.E.24, by 20th February, after which date no application will be considered. These revision courses are intended only for students who have previously sat for the Intermediate Examination. In no circumstance will any other application be considered. Full particulars of the courses are to be found in the current Library Association Year Book, or they may be obtained from Mr. Martin, as above.

#### DIVISIONAL OFFICERS, 1937

MIDLAND

Chairman: Miss C. L. WRIGHT (Leicester).

Secretary: E.E. Burke, Reference Library, Ratcliff Place, Birmingham, 1.

Treasurer: C. PARISH (Birmingham).

NORTH-EASTERN

Chairman: Miss W. C. Donkin, Armstrong College, Newcastle-upon-Tyne.

Secretary: W. E. HURFORD, Central Library, Newcastle-upon-Tyne.

Treasurer: Miss M. L. COATSWORTH (Sunderland).

NORTH-WESTERN

Chairman: A. Dow (Coatbridge).

Secretary: J. A. CARTLEDGE, Central Library, Manchester.

Treasurer: H. HAMER (Bolton).

SOUTH-EASTERN

Chairman: H. WILSON, County Library, Lewes.

Secretary and Treasurer: MISS G. DEAN, Public Library, Worthing.

SOUTH WALES

Chairman: Miss E. Adams (Cardiff).

Secretary: W. J. COLLETT, Central Library, Newport (Mon.).

Treasurer: L. M. REES (Swansea).

YORKSHIRE

Chairman: J. T. GILLETT (Leeds).

Secretary: Miss E. WRAGG, 6 Hatfield Street, Wakefield.

Treasurer: W. PROCTER (Leeds).

Details from other Divisions are not yet available.

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The programme of meetings for the rest of 1937 is as follows:

10th March. Meeting at Coulsdon and Purley Libraries. Speaker: Miss E. K. West, F.L.A. (Coulsdon).

28th April. Joint meeting with the London and Home Counties

branch of the Library Association at WATFORD LIBRARY.
Visit to the works of the Sun Engraving Co. in

the afternoon. Paper in the evening.

Speaker: Mr. R. F. Ashby (Watford).
Subject: "The German public library."

19th May. Meeting at Isleworth Branch Library at 6.30 p.m.

Speaker: Mr. C. P. Willard (East Sussex County Library).

Subject: "Culture and the public library."

June. Annual Meeting at Cardiff.

13th October. Meeting at WOODWARD ROAD BRANCH LIBRARY,

BARKING.

Speaker: J. G. Brown, F.L.A. (Barking).

10th November. Joint meeting with the London and Home Counties branch of the Library Association at Chaucer House.

Speaker: Mr. Frank Hickman (Bermondsey).

8th December. Meeting (to be arranged).

Speaker: Mr. E. Wisker, F.L.A. (Gillingham).

## The County Branch Librarian

S. G. BERRIMAN

N gathering material for the preparation of this paper on the work of the county branch librarian, I found myself forced to rely almost entirely upon my own experience and my own judgment, and such an unsatisfactory state of affairs seems to indicate that my attempt to give you some idea of his or her circumstances and scope of librarianship may be of some interest. I hope, too, that it will dispel the feeling that I have encountered in some quarters that such facilities as this branch of the library service can offer to both public and staff are confined to the mere charging and discharging of books. It is necessary to explain that, in the first place, my connexion with county libraries is that of a mere two years, and in the second place, that some of the points that I shall put forward for your consideration will not be found in the accepted text-books, and may therefore be open to criticism by those responsible for the administration of our county library services. I do not propose to touch much upon the question of "county versus urban authorities in new areas," for, like nationalization, it is probably a topic of which you are somewhat tired of hearing. It is obvious that there are differences in the surroundings and status of the ordinary municipal branch librarian and those of his colleague in the county service, and it is mainly these that I wish to discuss.

A brief survey of the organization of a county branch library may remove one or two misapprehensions and clear the way for some comments upon its various aspects. The controlling authority is the county council, but the local library committee, which is really a sub-committee of the county library committee, may consist of certain members of the local urban council only, or it may include an equal number of representatives nominated by the county council and the urban council respectively. Those nominated by the county are local residents, one or more of whom may be a

county councillor, and should these persons be also members of the county library committee, such a situation is not to be despised. The power of this local sub-committee is limited to that of recommendation, but this does not mean that it therefore carries little weight with the parent committee. Provided that it keeps within the general policy of the county committee, its recommendations are accepted almost automatically. The control of the staff is, or should be, entirely in the hands of the county committee, for it is only thus that proper standards of qualifications can be maintained and, we hope, more adequate salaries. To that topic I will return later.

It must be realized that in many of the smaller and conservative areas, a librarian is still regarded as a glorified caretaker, and not as a qualified officer responsible for the reading of thousands of the local residents. On the other hand, it is possible that the local committee may hold a higher opinion of the value of its librarian, and furthermore be prepared to act upon that opinion, although previous to the establishment of the library service they may have considered his or her work as quite simple routine; but of course the need for uniformity makes it essential that all salaries and service conditions be under the direct control of the central authority. The branch librarian may be secretary to his sub-committee and so can gain very useful experience in the preparation of agendas, reports, and minutes. In my opinion one great advantage of this method is that he or she is absolutely familiar with any point at issue, and so can be in better possession of the facts than if this work is centralized. It must be remembered that the administrative headquarters may be many miles away, and, despite the telephone, that is not so convenient as a central library in the same town, when problems can be discussed at a minute's notice.

This brings me to one of my leading points for your discussion. One still reads, in the professional and other journals, of the term "assistant-incharge," used in advertising for what I would prefer to see called a "branch librarian." No doubt "a rose by any other name . . ."; but I am more concerned with the implications of this difference in address. Is the person responsible for a branch, even if it is a group of only five or ten thousand persons, to limit his duties to mere mechanical matters of routine as a glorified junior assistant, or is he to assume a more comprehensive rôle in his administration of the local service? Any librarian—I use the word in its general sense—would obviously choose the latter, and be as familiar with local problems as his opportunities permit. Broadly speaking, the only difference between a county and a municipal service in an urban area should

be that of organization, with particular reference to the book-supply. If the county branch librarian is able to carry out his own book-selection, then his responsibility is no less than that of the urban librarian. It is true that county headquarters can and must supervise his choice in order that the greatest benefit may be obtained from the whole county stock without unnecessary duplication, particularly of those books with a limited appeal; but it is still the branch librarian's function to find out and meet the needs of his community, which, in numbers, may be larger than that of many autonomous areas. If this be the primary objective of librarianship, there is a striking disparity in the standards by which these contrasted positions are rewarded.

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In connexion with this question of book-supply, I am personally acquainted with a county branch which is now receiving some two hundred and fifty applications a month for various books. Of this total, about two-thirds are usually already in stock, and application for the remainder is made to headquarters. It is here that one feels the benefit of a county organization. It is regrettable, however, that, despite the absence of "dead stock," which is often so dull a feature of many larger libraries, county branches are seldom adequately stocked. This is due, of course, to the absurdly small sums being spent by County Education Committees on their library services. I am aware that some county book funds run into five or six thousand pounds, but such figures need to be considered with the vast population they must serve, and also the fact that the stock has not only to be maintained, but also duplicated considerably upon the opening of new branches. But when, despite this handicap, county libraries can still meet the expressed needs of their readers, it is a great tribute to the advantages of county administration.

But on the other hand, centralized administration has its disadvantages as well, and I say that in full awareness of the growing tendency of Whitehall to increase the scope and powers of central authorities. Apart from the fact that, like most of us, I have a sneaking sympathy and admiration for the little man, I also suggest that economy in finance does not justify waste of time. The wheels of the county council machine move very slowly, and it is only in dread of what further complications might be caused by the creation of yet another committee that I hesitate to advocate that the county library service should be the sole concern of a representative committee directly responsible to the county council. Such a step seems extremely unlikely, but I wonder if its adoption might not result in a greater recognition of the department's value in contrast with the small shadow it at present casts

at the foot of its big brother—education. It is significant that, by the criterion of staff conditions, the most progressive county is that in which the director of education takes a keen personal interest in its library service. Whether that is the exception, which proves the rule, is a matter for your consideration.

Such remarks are, however, a little beyond the scope of my paper, and I will mention some points of organization which seem to me matters for adoption in the future development of the library system generally. I have mentioned the advantages of centralized book-purchase, and following upon that we have the concentration of all accessioning processes again at the centre. It appears to be recognized that classification and cataloguing are merely tools to the proper use of the library, and so are a means and not an end. When these processes are carried out at headquarters, and each branch is equipped with a catalogue of its own particular stock, then it follows that the branch librarian and his staff have lost a considerable amount of routine work, and gained much time in which, providing the branch is adequately staffed, they can put into operation a comprehensive system of modern service facilities. The catalogue has become a mere tool to be interpreted to the readers by the staff, and is no longer a long task, taking up invaluable time of a qualified assistant, or else being done very badly. Through these steps, and of course by the examples already set by large urban systems, may come ultimately a national system of cataloguing and classification.

But at the present time does this really benefit the county branch librarian? I am afraid that the answer is "No," for, as in modern industry, this elimination of routine does not seem to have entailed an increase on the service, or quality, side, but merely a decrease on the staff, or quantity, side. And it is here that I suggest that the county libraries have a great opportunity. This opportunity, however, can only be grasped if, as I have already said, the county branch librarian is the person responsible for his or her area, and if he or she is given the time and means to carry out librarianship proper. A selection of books, a quick counter-service, and the supply of special requests do not constitute a library service, but are merely the framework into which we must fit the methods of personal and other aids. With a staff equal in proportion to that of an urban library and with so much routine centralized, it should be possible to provide some really useful and well-used personal and printed aids to old and new readers promoted by headquarters on a large scale.

Having been more fortunate in staffing in my own library than the average county branch librarian-although it is by no means adequate (a total staff of four has to deal with an annual issue of over two hundred thousand)-I have been able to arrange one or two facilities, such as an easy request system, an approach to new readers, and an enquiry register. This last point, the enquiry register, brings me to another point at issue. As you know, it records enquiries not answered at the time the reader approaches the staff, and taking a branch with only one qualified member on the staff, the branch librarian, on those rare occasions when he or she enjoys an evening off, only unqualified and inexperienced juniors are on duty to deal with the public, a state of affairs which cannot impress those readers who trouble to assess the importance of the staff. It is true that, after the branch has been open for two or three years, one may then have a partly-qualified assistant available, but this does not offer any remedy during those early important years when the reputation of the library hangs in the balance; nor, in view of the new examination syllabus, is it wise to assume that the gaining of qualifications is a process following steadily in the passage of time. The staff of county branches are as entitled to proper working conditions as any of their municipal colleagues, but with a small staff this is impossible. An improvement in the numbers of the branch staff would not only aid both public and staff immediately, but the appointment of a qualified assistant under the branch librarian would open up better prospects to the junior members.

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All this must sound very Utopian and perhaps may amuse many, but those of you who have read one of the interesting appendices to the County Report for 1934–5 will know that one county has made great progress on these lines, while another does offer its juniors a maximum of £160 as compared with the usual £100. You will have gathered that my conception of a county service in small urban areas is one that differs only in organization and certainly not in scope and value from that of a normally efficient independent urban library. I would emphasize here, too, that with the greatest admiration for the efforts of the voluntary workers in village centres, I am totally against their engagement in an urban area. It is far better to have a professional staff, however small, which will work hard and capably, than one poor branch librarian with a host of well-meaning but vaguely attached voluntary hands. After all, they are members of the public, and you know, for example, their idea of correct shelf order. I fail to see how any form of satisfactory discipline could be maintained in such

circumstances, and it is to the credit of many counties that they have refused to give a library service to urban areas under this condition.

The question of finance is a thorny one, and I am afraid that much of it is beyond my limited knowledge. I can, however, offer a few points for consideration. First, from the branch librarian's angle, he or she will have the yearly joy of preparing the estimate of expenditure. This is not so easy a task as the comparatively low total involved would indicate, for in the usual way the local authority is anxious that the differential rate should not go up unduly, if at all, while the county and branch librarians are equally anxious that extensions should be made. Further, the branch librarian will have to await the result of certain delicate negotiations in the Education department before he knows how large he dare make his estimate for salaries. In some quarters it is held that all this work should be carried out at headquarters, but surely the branch librarians may be relied upon to produce for their own advantage estimates which will combine efficiency with economy. After that, county headquarters can view them all together before they are submitted to the local committees, and so interweave them in accordance with the general policy of the county library committee. An efficient whole depends upon the general capabilities of its component parts, and unless these parts are encouraged by the distribution of responsibility, then we shall have ultimately the spectacle of an over-burdened head authority having to supervise a number of very inert localities. Again, when this head authority is handicapped in its turn by the lack of interest of its own superior control or committee, then the claims of the local areas can provide very useful weapons for argument, and consequently a stimulant to progress.

In common, I believe, with many county librarians, I do not hold that a county library service is necessarily a cheap one. Getting down to essentials, it seems safe to presume that books, buildings, and staff should cost the same, no matter what authority buys them. I mention staff last, not because it is the least important factor, but because I wish to discuss it more fully later. I have mentioned the advantages of centralized bookpurchase, and by this means a small urban area can have access to a selection of books beyond the reach of a small independent authority, but in using the words "access to a selection," I have not in mind the mere extension of the county postal service, which has proved itself so invaluable to those in rural areas, but the provision of a really catholic and adequate stock at each branch, so that the general reader who does not know what he wants may

find plenty to choose from. Surely such a step cannot be cheaper, but merely more economical in its use of the total book fund spent compared with that of the small book funds of a number of small independent areas. In using the term "small urban area," I would remind you that on the population basis there is a considerable difference in its general application to the Greater London and provincial districts respectively. In the former case circumstances provide a problem now undergoing the pangs of argument, while in the latter case, with their much smaller number of inhabitants, the county system can obviously be more comprehensive in its operation of the library service.

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Returning to this question of improved stocks, a natural step follows in many counties, and that is, the question of regionalization. To expect one central office in a large county to keep in close touch with the needs of all readers in the whole of its area appears an absurd position in contrast with the policy of other county departments with their local area offices. The large stock at a county branch could easily be used to keep a more constant flow of books circulating in the surrounding rural areas. This arrangement is, of course, not an original proposal, for it has been in operation in at least one county for a long time, but I mention it to demonstrate how, by means of this improved book stock, the branch librarian could play a more important part both in its own and the surrounding areas of the county library system.

There is another aspect of book purchase, and that is, the allocation by the local committee of a special book fund for the acquisition of books in addition to those supplied by the county flat rate. If the flat rate is to meet the provision and maintenance of the stock, then for the sake of efficiency alone all the stock should be so supplied. This local augmentation means a lot of fiddling accessioning work out of all proportion to the number of books which are so added, and which can be made quite unnecessary by a prompt book service from headquarters. It is argued that reference books should be included in this provision, and not, as is sometimes the practice, provided out of the differential rate. I have mixed feelings on this question, which, together with the consideration of buildings, brings us to the topic of "flat rating" as against "differential rating."

The advantages of the flat rate under a progressive county authority are as obvious as its disadvantages under an unprogressive county authority. In the former circumstance, you will have rapid development of areas for which the cost of a full service under the differential rate was prohibitive,

and in the latter circumstance the slowing down of enthusiastic authorities, for such do exist, because of the inadequacy of the flat rate. Anyone who is part of a large system must know that what seems to be the pressing need in the locality is one of a number of routine matters at the head office, which will be attended to in due course. Glancing at the per capita costs of the county library service for both urban and rural areas, one sees that there is a long way to go before even the one shilling per head of population figure is reached. On that basis flat rating would be most promising; but in view of the growing expenditure generally which is causing the county finance committees so much concern, how long will it be before it is fully adopted?

With regard to buildings, the county branch librarian may be fortunate or unfortunate. He may be unfortunate in being in charge of a building originally intended for quite another purpose, and so have to deal with large crowds of readers in a quite inadequate space, which will render most extension work impossible. On the other hand, he may be so fortunate as to have a modern one-room branch providing all the necessary facilities. All that is required in a small area is a large hall, which will, I hope, eventually develop into a common meeting-ground for those with any intelligent interest. Reading and reference facilities are of course included in the main library, so that the general reader may consult Whitaker, read the New Statesman at his ease in a comfortable chair, and choose his books in perfect freedom once he has passed the staff desk.

Observation has proved in a certain case that, of the readers of periodicals, some 60 per cent. change their lending library books on the same occasion, and the lay-out therefore of two separate rooms seems superfluous. I am one of those who hold that the modern popular daily press does not deserve the expenditure of public money, and I know of one library where their non-provision is appreciated by the public as well as the staff. Surely the provision of rest-rooms and the display of "situations vacant" are the work of a proper State department, and not odd jobs to be carried out in a makeshift way by the public library. In the lay-out of such a branch, the branch librarian has the opportunity of devising, we hope, an informal setting in both furniture and colour-scheme which will encourage intelligent use of its facilities by all classes of readers, while the inclusion of a small meeting-room should do much to promote the efforts of local societies. But again this is only possible if the advantages of central control to a small urban area are accompanied by a staff, adequate in both number

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and qualification, and a comprehensive book stock. You can centralize control of these small units with many advantages, but how can you centralize books and staff?

Having indicated the service facilities which could be so easily arranged by a competent staff relieved through county organization of much of the usual routine, I will mention a long-delayed appointment yet to be established in a large county system. I refer to that of "branch supervisor," a position which could produce most valuable results. In the consideration of book stock and towards the achievement of a common standard of efficiency in every branch, this officer could bring together and co-ordinate the individual efforts of all the branch librarians. The branch librarian whose book displays are so effective, he whose printed notices are so well prepared, and she whose experience with local societies has been so close, could all contribute their quota to the general good of the service. A system of circulating book displays, the interchange of "tired" stock and even, perhaps, staff, the clearing of criticism of current procedure could all be easily promoted under the guidance of this new post. Such a person, of course, would have to be adequately qualified and experienced, and be concerned, not only with the maintenance of old branches, but also with the establishment of new ones, where his close knowledge of conditions elsewhere should remove many obstacles. In a large county the county librarian and the deputy have enough to do at present, and the staffing of county headquarters on lines compatible with the vast population it serves is a much overdue reform.

Finally, I would like to discuss the status of the branch librarian. I suppose the Education department regards him as one who fails to make absentee returns at the proper time of the month, and who is always worrying about staff salaries and so on. To county library headquarters he must appear a ravenous fiend who is always pestering them for more books and yet more books, and who is generally grousing about everything. To his few unfortunate juniors he probably seems a powerless nit-wit with no authority whatsoever to improve their lot in contrast with elsewhere. To himself he appears an unfortunate individual whom the public will blame for everything and who, on the other side of the grindstone, is blamed by headquarters for the bad condition of his well-used stock. Owing to the absence of a full-time caretaker he will have to make himself generally useful, from all the small jobs that arise with any building to rescuing babies about to die by strangulation as they hang over the sides of their prams. To the

public he is not the "branch librarian" but the "librarian," and therefore all-powerful in his ability to provide any book at a moment's notice. The ordinary reader is quite unaware of the Education Committee's responsibility for the library, and, with the greatest respect for those hard-working chiefs, is quite unaware of them too. I remember a few unhappy weeks when, in response to local agitation, a new junior was about to be appointed so that the building need not close during the midday. Pending the appointment, a little daily crowd of impatient women, some of whom had travelled a long way and were waiting to get on with their shopping, left me in no uncertainty as to their opinion of my ability to maintain a library.

In his contacts with the chief officers of the local authority, he may find conflicting circumstances which can be both flattering and irritating. He will probably find them quite helpful and most cordial in their relations with him, while, should they be aware of his conditions of service, sympathy will not be lacking. They will make good use of the library, and, although being pleased with the provision of professional books for their staff, will be even more pleased with a steady supply of detective stories. But the time will come when the branch librarian will feel a certain diffidence, particularly on those occasions when it is evident that his salary is about that of an ordinary clerk in one of the local departments. You may think that rather an unnecessary statement which has little to do with librarianship, but I feel that a librarian owes it to his profession as well as to himself to be able to maintain a manner of living which is in keeping with his responsibility. Fine words, perhaps, but in a small town, where everybody knows everyone's affairs, this personal aspect cannot be ignored if a librarian is to have pride in his work. The ability to move freely in local circles depends, not only upon the more obvious necessity, but also upon that freedom which gives the librarian greater opportunities to attend the meetings of local societies and such. The giving up of one's half-day may at first induce a noble feeling of self-sacrifice, but becomes a little tiresome when one's hobbies and personal interest must go by the board. That, I contend, is another argument for better staffing.

It is true that there are many difficulties in the way of improving the present low salaries received by branch librarians, though the progress made by one or two counties shows it is by no means impossible. One reason is the poor way in which the work of the county librarian is often rewarded, and another is the long gap which may exist between this salary and that of the deputy, whether he or she is recognized by that title or not. On

glancing at the high issues achieved at so many branches, the time does seem to have come when the efforts of their librarians should be recognized on a basis, equal at least to that granted to the post of sanitary inspector, presuming of course that the intellectual welfare of the community is as important as their protection from unhealthy drains. I intend no tilt at this last vital work, but how many small authorities offer less than £200 a year to this official, while in bitter contrast county councils still advertise for so-called assistants-in-charge to a tune of £100 or £120 per annum? One must admire the honesty of those who avoid the use of the word "librarian" in these advertisements.

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I hope that the monotonous trend of these last few remarks has not proved wearisome to you, and also that I have not given the impression that nothing is being done to rectify the present state of affairs. The County Library movement is a young one, and may be said to be repeating history in that, just as the public library struggled against the penny rate limitation, so the county is struggling against those early foolish claims of cheapness, made, not by them, but by rural county councillors, whose ability to keep the rate down is equalled only by the librarian's in his efforts to provide as efficient a service as is humanly possible.

Some of my remarks may have given the impression that the work of the county branch librarian is dull and uninspiring. That is far from the truth. We all know that often the smaller the library the greater the opportunity to play a personal part in its services to all classes of readers. In fact, the librarian makes or mars the library. In addition, there is the gratifying feeling that one is in the position to achieve something by one's own efforts, and further the variety of work through public and committee is far greater

than the lot of the specialized assistant in a large system.

I have endeavoured to indicate to you the great possibilities of a wide system of county branches in small urban areas. When this development has taken place, it will, I suggest, be of great advantage, not only to the public, but also to the profession, to whom there should be available a number of positions of trust with a reasonable remuneration, which will, too, provide sound training for more senior posts elsewhere. Many of the backward areas could be shaken up in this way, but I hope that you will agree with me when I claim that, after the council has used its powers and improved its resources, this progress will largely depend on the status and recognition given to the branch librarians. In a large organization, such as the counties can ultimately become when they cover the many inadequately served small

areas, flexibility will be no less important a factor than the sheer weight of large book stocks.

You may have wondered why a paper of little immediate interest to a meeting, drawn largely from municipal libraries, should be given you. My answer is that it is a branch of librarianship destined for expansion and one which should open up new fields for your consideration. Its progress may be slow, because in both old and new small urban areas the value of a public library is not always appreciated in the early stages of inauguration. Towards the removal of that handicap I suggest that municipal and county librarians can do much for the common good of the profession they form. I hope too that this brief account may help to bridge that gap in the understanding of county library problems by those outside their range, which has been an unfortunate result of the creation of the County Libraries Section of the Library Association.

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### **Valuations**

#### STANLEY HOLLIDAY

NDER the stimulus of certain taunts, and being of the tribe accused of calling authors spots with bold faces, I have decided to drop the editorial "we" and use the personal pronoun. I have also decided that so-called evaluation in a tone of persiflage (a second-rate imitation of Callander), which I have pursued merely for the sake of tact and because of a wish to avoid needless squabbling, was a misplaced delicacy on my part.

A recent letter in a sister periodical has opened my eyes to an attitude I thought impossible among professional colleagues; and if the idea of every librarian is to despatch his pamphlets to the various journals, then roll up his sleeves and pray to God for an opportunity eternally to blast his critics, then the job of the latter is very much easier. We may, if this is so, reasonably quit the fantastic mood and start right in with real malignant intentions, for if critical remarks are taken as personal slights, rather than as addressed to the entire professional body, if humorous quips (poor, no doubt) are received as long-digested rancour, then by Heaven we unfortunate wights know where we stand.

But we also know (to a certain extent) the law of libel. Some feeble squeaks about my conduct of "Valuations" have by implication asked for some *real* criticism in the sense of absolute discrimination between library

publications. I would point out that real criticism of written matter, in order to be sane and to serve what I conceive to be its only purpose, that is, to limit waste and drive creative energy in useful directions, must for the most part be violently destructive. The Edinburgh reviewers knew what they were about, although, like all critics, they made bad mistakes. But destructive criticism, as a means of laying fields fallow for new work, is ill-rewarded in this most Christian country, and especially in this most un-Christian profession.

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I am a poor man. And hence I need to be aware of what would happen if (and here I must add that no living librarian, no dead librarian who has descendants, no current publication, no existing library, or no defunct library which is merged into an existing library is referred to in the following remark 1)-if, instead of the genteel "We regret the colour of the cover of this publication, which is of an unnatural green; we regret the worn and broken type in which the matter is printed; we regret the lack of adequate statistics, and the stereotyped form of report," I were to write sincerely in the following terms-" I am exceedingly angry at the time I wasted in opening the wrapper, which prevented this publication from warping my evesight and my mental faculties. I am even more angry with myself for troubling to seek beyond the cover, the hue of which proves its perpetrator to be colour-blind and has given me dyspepsia. And lest I lash myself into apoplexy, I leave criticism of the text alone, for it was evidently prepared by a ten-thumbed typist with an inferiority complex. The statistics given are deliberately made meaningless, since they stand isolated, without any explanation whatever in the text. If this publication is a fair sample of the work of -, then I must recommend the librarian of that unfortunate town to emulate the example of Chatterton-an account of whose life and death he will find if he asks someone who knows where to look for it."

I said, I need to know what would happen. I do know what would happen. Writs would be served on myself and the stainless soul that edits this journal. Don't misunderstand me. This is not an excuse to turn yellow on my job and cheat readers with faked accounts of the worth of library publications for fear of what might happen if the whole truth were told. It is merely an exaggerated illustration of difficulties. I am not alone in crying caution. I know my views are not original. Men very much my senior and with far greater authority write papers and make speeches—mordant, insinuating, but ever within the narrow bounds of circumspection.

<sup>1</sup> These qualifications would not protect me in a libel action.

Of course, someone might fetch up the old bogey about writing with prejudice to the profession in relation to the above remarks. But the trouble will never arise, since the aggravating element—intentional malice—has been and ever will be absent from these pages. On the other hand, as the L.A. assumes more powers and becomes able to exert more influence, no doubt its general council will tend to take up a dictatorial attitude towards individual members of the library world. But I trust we will fight suppression of opinion to the last ditch, since surrender to autocratic maturity means stagnation. We don't want a self-appointed body of moralists in the profession.

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I continue by returning with disjointed notes on standards of criticism for dealing with library publications. According to Mr. Sydney, I examined myself on the subject in public not many months ago. Looking back, this seems to have been the self-examination of a mental eunuch. I write now in a different frame of mind, and do not hesitate to reopen the subject—hoary as it is.

Once again, what types of library publications are there? In recasting my ideas I distinguish three, on which variations are sometimes played. First, reports; second, catalogues such as are issued by counties and large libraries; third, general publicity and leaflets, comprising folders, booklists of various lengths, lecture-lists, and so on. I cut out what I term executive documents; for example, instructions from county librarians to voluntary helpers or staff manuals. It is right that the last-named items should be sent out to the professional journals. They assist the critic to form an idea of what is being done in various places and the means of doing it, and give him background and understanding when dealing with the types enumerated above.

Before considering evaluation itself, has the critic a right to expect something more than a plain document plus a compliment slip in a ha'penny envelope? I say yes, and again I am unoriginal. Callander asked for essential particulars relating to the publication of material sent him; Clulow regretted that he had to criticize without knowledge of costs. Bear this in mind—evaluation in a library journal of a document produced by a librarian is not identical with book-reviewing. At its best—and there is no need for anyone to be funny at my expense about this—"Valuations" should be a mirror of progress in the profession. It cannot truly be so if the writer has to deal with isolated documents. Therefore I repeat pleas made by my predecessors. I ask for occasional hints on costs incurred, tangible costs,

charges made by the printer, and the percentage of publication funds that pamphlets absorb. There is no need for sour suspicion at this plea: no confidences will be broken, and where a poor effort is manifestly the result of a poorer fund, the possibilities of unfairness on my part will be reduced. This—plea I, I shall call it—is obviously concerned with format and typography, as at least two readers will have realized to their horror. Yet they may retain their peace of mind, for with another plea I grow presumptuous in a different direction. Could I not (plea 2) have occasional notes on the purpose of some publications that are sent to me? I Frankly, I cannot see why some I receive are ever put out. Therefore, a word or two on the number printed and the means of distributing them would be useful. No doubt this is asking too much, but one such note a year would serve to turn the critic's mind in the direction rather of appreciation than condemnation.

Now, what about this question of evaluation of matter? By far the greater part of the publications sent to the Assistant are reports and booklists. My remarks will be confined to these. It has been rightly said that the booklist should be criticized from the standpoint of the reader. A report cannot be so dealt with. The latter is a statement from an executive officer to a legislative body, and therefore should be couched in plain straightforward terms. I say emphatically that there is no room for equivocal or obscure phrases in library reports. What I look for, above all, is a truthful account (adequate to the size of the service) of things done. That may seem a per-. fectly ridiculous thing to say, but those who think I'm crazy need not dig too far among reports of the last twelve months to find out why I say it. There is far too much of "So-and-so might have been done if-" and "Unfortunately we were unable to do such and such a thing because---"; but worst of all are those I call inflated, false-faced. One finds, time and time again, librarians bamboozling themselves and their committees with words of glowing self-praise, when a glance at the statistics given (I should say hidden) at the back soon reveals the true state of affairs, that is, if comparison be made between them and the figures of other services. Moreover, it is wellnigh impossible to distil facts out of these nebulous egosities. Make no mistake. This is said, not maliciously nor as a cheap means of provocation, but follows naturally after reading a small number of annual accounts by men who are not hesitating to indicate their weaknesses and failures. There is the position, however. A proportion of reports received deal in

<sup>1</sup> In fairness I must acknowledge information (via the Editor, of course) from Dorset County, Manchester, and Blyth.

hypotheses; a proportion deal in half-truths; and many are prepared in so uninspired a fashion that I would never consider adopting a recent suggestion by functioning as unofficial sales-manager to public libraries in general.

Booklists, as was remarked above, should be regarded from the standpoint of the reader. Hence appearance should be their most important feature. I say "should" advisedly, since, for example, I once had to hold a monthly list up to a window in order to separate print from paper: I have handled bulletins like rate-demands, and magazines that bore superficial resemblances to The Pink 'Un. It is no good beating about the bush. Either a library pamphlet attracts the reader as the flower the bee, or it falls flat. As for the inside of bulletins, most profess to be concerned with " new books." Battles might be fought over what are and what aren't new books. Personally, I don't care a tinker's curse whether books listed are a week, a month, six months, or ten years old. In general, the critic must take the local man's word for it that the books he lists are new to, and are going to be useful to, his community, for the outsider cannot know the reasons which may have caused the delayed appearance of books in any one library's stock. Again, contrary to what I said in a rambling paper entitled "Restrictions" printed in The Assistant last year, I would never slate publications because they reveal differences in the use of a single classification scheme. One who sees scores of bulletins a month becomes aware that classification variants are more often deliberate than accidental. It seems to me to be irrational to believe that a classification can be devised so perfect that mistakes will be rendered impossible. And with reference to proposals for revision committees, I take the probably unpopular view that their appointment should be deferred at a time when the whole idea of the structure of matter is in a transition stage. We had better wait a few years until viscose, phenolformaldehyde, deuteron bombardment, acetylene derivatives, and the regulation of glandular secretions have transformed our conceptions of knowledge; or, in our own sphere, until micro-films and the blattnerphone have modified the book as we know it.

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I conclude this formless monologue with a statement that is not a challenge, but a pointer for those who continue to read "Valuations."

In future I shall endeavour to be blunt within the limits of the law. My standards for format and typography will be puritan plainness allied with a capacity to please the eye, hundred per cent. legibility, unadulterated colour. My standards for probing interiors will be determined by the existence of positive information in the publications I review, by what I conceive to be

the true relations between texts and statistics, and by the *attitude* which texts exhibit. But above all, and despite standards, I shall be for ever on the look-out for sincerity of purpose, and may say there is sufficient of that in the material I propose to deal with next month.

# An Assistant's Diary

"SCRIPTOR"

noth November.—Much ado this night in making borrower understand why he had one penny to pay for one day overdue. "Only just one day," said he, and thought how hard-hearted we all were. So wondered if, in this more lackadaisical age, any libraries were more lenient in this respect. Often thought how hard it must seem to those who come first thing of a morning, only to find their books due in the night before, a few hours merely. But, as I say to quibblers, the line must be drawn somewhere definite, and not at any arbitrary point.

17th November.—Reading the Editor's comments in the new Record; heartily wished I were more free to attend my Branch's activities. Since this cannot be at present, try to do my bit in these pages. Hope, however, that secretaries will not grow discouraged, but rather urged to greater efforts. Do they leave the choice of subjects to those asked to speak? It would be good, surely, to choose subjects worthy of consideration, and then get the best speakers possible. There must be, of course, a great deal more interest shown by members, the present state of affairs being disgraceful to the profession, and makes one wish it were not made public almost. 24th November.—Greatly interested in Mr. Harris's plea for small branch libraries in the Record. Small branches have not hitherto been given the importance due to them, and so the work they might have done has been impossible—"nipped in the bud" almost. Their day is yet to come. However, liked particularly his references to the "personal touch" problem. Firmly believe it is the most important point of our work to-day, and, being so, we must somehow find a means of doing it in the large branches as well, and in the Central Library too. We have reached a point in our history where I believe we must concentrate upon this aspect of our work in order to secure future progress. If we assistants who are growing up can see this vision clearly it would put a new meaning and interest into our job.

4th December.—Mr. Halliday's article in new Assistant on the Intermediate examination very good. Wish that more tutors and examiners would be as frank. All candidates should read this article very carefully. Think it would be good for the profession if an age limit and proportionately adequate lengths of full-time service both for Intermediate and Final be laid down.

7th December.—Received this morning through Mr. Editor an interesting letter from one in a Northern county library centre. He thinks we should not be too severe on damages of a minor nature, but inwardly rages at those who calmly walk through rain with uncovered books. Myself had much inward boiling lately at this same offence in the recent bad weather. Asks if I think that Broadcast talks stimulate the use of books. Inclined to agree with him that, apart from members of a Discussion Group, no one practically is stimulated to read what he would not otherwise read. Lastly, my correspondent asks if there might not be a means of pooling ideas about displays designed to attract readers whose normal limit is Dell and Oppenheim. Would be a good thing if such could be done, but would be a matter more suited to the Record, I think. If any readers have seen or carried out ideas, should be glad to have them. Something might be done if many letters arrive.

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12th December.—Felt this lunch-time, as on many a Saturday, how galling to be returning to another half-day's work, when all around are rushing home for the week-end and an afternoon's football probably. This is, I thought, the price of public service, but in how few places is any adequate attempt made to give us compensation for our awkward hours. Authorities will wake up one day surely to the fact that an assistant who is able to enjoy the same social amenities as the public he has to serve is the one that is going to be of the best use, in the highest sense, to his library. Began to realize also that the best and most intelligent recruits to the profession are bound to seek employment elsewhere, and proved to be the case in our library, at least.

16th December.—Much amused this lunch-time by young man who was so anxious that I should find him particular book, but on having it stamped, left it on the counter, returning in five minutes or so to reclaim it. So wondered what would happen if we had an assistant so absent-minded as that, considering the amount of bother caused by one ordinary mistake in routine work.

21st December.—Usually our busiest night, but very slack. This Christ-

mastide has promise of being slackest for many years past. Is it such an overwhelming fact that there is more money being spent this year that it is even having a marked effect on our issues?

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29th December.—Middle-aged lady returned this morning Gerhardi's Pending heaven. "Can you recommend me a nice book," says she; "that wasn't very nice—not a clean book at all, not a clean book." Being alone at counter, asked her to go through, and I would help her in a minute. Before, however, I could do so, she had chosen one of Rosa Carey's and departed quite satisfied. So thought to myself, if Carey is her mark, how little pleased she must be with all our stock almost.

8th January.—Reading Mr. Editor's survey of the year's fiction in the new Assistant, much disappointed with his note about Sparkenbroke, and that he had left out altogether A prayer for my son. Do not pretend that Charles Morgan's story has any touch of reality, but its conception and literary style is head and shoulders above anything else of the year. Mr. Walpole's latest also, while not so good as The Inquisitor, stands in the front rank, surely. Confess I am not a lover of more modern styles, and believe that Mr. Morgan and Mr. Walpole will live long after others of the moderns much cried about just now.

### The Divisions

#### MIDLAND DIVISION

The re-organization of Nuneaton Public Library attracted some sixty-five members of the Birmingham and District Branch and the Midland Division of the A.A.L. Section to that town on Thursday, 19th November. They visited the Art Gallery and Public Library in the afternoon before going on to inspect the brick and tile works of Messrs. Stanley Brothers Ltd., which they found extremely interesting. Later, at the Council House, the Mayor (Councillor T. L. Liggins, C.C.) welcomed the party to Nuneaton, and kindly provided tea. Messrs. H. Woodbine and F. J. Patrick (both of Birmingham), in thanking his Worship, expressed their keen admiration of the workmanlike and efficient library which Mr. John Stuffins, F.L.A., Borough Librarian, has contrived in a very unsuitable building.

At the Junior Meeting following tea, Mr. K. A. Stockham (Coventry Public Libraries) in a paper entitled, "Recent professional literature," re-

viewed Mr. B. M. Headicar's *The Library of the future*, Mr. H. A. Sharp's *The Approach to librarianship*, and an article in the *Observer* by Mr. St. John Ervine entitled "On pleasing the public." He was unkind to Mr. Headicar and commendatory to Mr. Sharp. Mr. Ervine's essay he regarded as dealing, if transposed into library terms, with the theory of book selection, and sought to stress—using Mr. Ervine's article as a text—the impossibility of deciding what the public wants. There was a vigorous discussion of Mr.

Stockham's paper.

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The principal feature of the ensuing "Library Association" meeting was a paper by Mr. Stuffins on "Re-organization." He said that the principal facts in effecting re-organization were the librarian, the Committee, the Finance Committee, the Council, and public opinion. In an area having a poor library service, public opinion, lacking knowledge of what an efficient service should be, was apathetic, as also were the Committees and Council. The librarian's first duty was to educate the latter, and effect, in the first place, all possible improvements that could be secured without expenditure. At Nuneaton, they received a book grant from the Carnegie Trust, converted their premises to provide an open-access lending library, reference room, and reading-rooms, and opened with a stock of 6,500 volumes on 1st January, 1935. A drastic pruning and revision of rules and regulations was necessary, and the elimination of avoidable routine processes was effected wherever possible.

A brisk discussion, which tended to centre round a statement by Mr. Stuffins that the stock of books on show in an open-access lending library should not exceed 20,000 volumes, brought the meeting to an end, after thanks had been expressed to Mr. Stuffins for making the arrangements for the meeting and giving his paper, and to the Nuneaton Public Library

Committee for granting facilities for the meeting.

#### SOUTH WALES AND MONMOUTHSHIRE DIVISION

The Annual General Meeting of the Division was held at the Central Library, Cardiff, on 16th December, 1936. Some sixty members sat down to tea before the business of the evening was proceeded with. These refreshments having been duly dealt with, Mr. E. Sellick took the chair, and the Divisional year for 1936 was reviewed. The Hon. Secretary was able to report a good list of meetings and good attendances; an active interest in assistants' affairs and the educational side, plus a slight increase in membership. Also that the Divisional Committee had placed some important re-

solutions before the Council during the year. The Chairman reported that the financial affairs of the Division were on the right side, but that the Hon. Treasurer was unable to be present. Miss E. Adams was elected as Chairman for 1937, and Mr. A. E. Sleight as Vice-Chairman. The Officers and Committee were re-elected. Mr. Sellick then thanked the members for their support during the year, and expressed the wish that Miss Adams would enjoy her office as he had.

An excellent sketch by the Cardiff members, and some delightful singing by Mrs. Sellick and Miss Duke, followed. These occasions are always enjoyable, and the Cardiff staff is to be congratulated upon the talent that is theirs. Mr. Ken Davies then led games and dancing to conclude the evening.

## Correspondence

7th December, 1936.

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THE EDITOR,
THE LIBRARY ASSISTANT.

DEAR SIR,-

The analysis of the variety of class numbers given to a selection of books outlined in Mr. Cronshaw's article "Bulletins and the barrier," in the December Assistant, certainly should be useful in assuring prospective Intermediate candidates that in classifying a book there is seldom "one correct" place. On the other hand, his statement that "the Dewey scheme is alone at fault for the elasticity of viewpoint offered" is dangerously misleading to the inexperienced student. Dewey is, of course, notorious for its cross-classification, but in this case the argument is futile and unsupported by the facts given. The fault—if there is one—lies in the individualities both of the author of the book and of the person classifying it. It seems obvious that the classifiers responsible would have given the books the corresponding different numbers in the Cutter, Library of Congress, or any other scheme, mediocre or perfect.

Taking Mr. Cronshaw's first example, Angell's *This have and have-not business*, which has been assigned to such varying places as 301, 325, 327, 329.942, 330, and 330.904; does he suggest that Dewey is alone *and* at fault in providing places for Theories of Sociology, Colonies, Foreign Relations, English Political Parties, Economics and its subdivision, Modern

Economic History? All the topics represented by the placings numbered, in this and every other example, *must* be given a place in a general book classification.

As long as branches of knowledge are interrelated, as long as an individual's thoughts, opinions, and experiences find their way into print, as long as other individuals attempt to assess the supposed predominant subject interest of the result, as long as the differing needs of localities, types of reader, existing stock, and other considerations must be taken into account, so long will some books be given different places in the same schedules.

The only solution, if indeed one is needed, is the inauguration of a centralized classification bureau.

Yours faithfully,

W. HOWARD PHILLIPS,

Dagenham.

D. H. HALLIDAY,

Scarborough.

Public Library, London, E.16. 15th December, 1936.

THE EDITOR,
THE LIBRARY ASSISTANT.

DEAR SIR,-

All people with concern for the future of professional standards will welcome Mr. Halliday's analysis of the Intermediate Examination results in the December issue of The Library Assistant. It is to be regretted that up till now the Library Association have permitted the deplorable and abnormal percentage of failures to continue without adequate investigation of the causes. It is a surprising fact that in this, as in other matters, the Library Association Council seem to be unable to arrive at a conclusion that can be generally accepted by assistants; nor do they offer any concrete proposals to remedy matters.

For years assistants have complained of the unsatisfactory nature of the text-books they are compelled to use. Naturally, assistants are going to rely on the theories offered in these books, although they may consider them to be false. After all, their authors are well represented on the education committee of the L.A. It is with a feeling of gratitude that one reads that part of his review which Mr. Holliday devotes to clearing away the theoretical

mists that have previously enshrouded the very practical and commonsense job of classification, but I think that he is on less sure ground when he asserts that there have been "no serious criticisms of the correspondence courses run by the A.A.L." Considered as correspondence courses, they may be admirable; as practical preparation for such an examination as the Intermediate they can never be of great assistance to the majority of students. If we are to have in the future in our libraries assistants who are really trained, there must be some system of nation-wide oral tuition. In spite of obvious difficulties in the way of this, they can be overcome if the problem is tackled wholeheartedly by the L.A. and preferably developed through the University of London School of Librarianship which has already been remarkably successful. Let us hope that the L.A. will not feel that it has done its duty towards assistants by merely producing a new syllabus. If enthusiasm is lacking amongst assistants, the L.A. must share the blame.

If the Association were to decide resolutely to establish centres for instruction in all the large centres of population, I predict that the response of assistants would be overwhelming. Unless something of this kind is attempted, the percentage of failures will remain abnormally high even under the improved examination conditions, and in spite of the fact that our classification bibles may be re-written so that they do fit existing successful

classifications.

Yours truly,
A. Goring.

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CENTRAL PUBLIC LIBRARY,

EASTBOURNE.

THE EDITOR,
THE LIBRARY ASSISTANT.

DEAR SIR,-

Having seen the heading to Mr. Dent's article in the November Assistant and read the opening paragraph (which we believe to be to a certain extent true), we settled down to an enjoyable twenty minutes of trenchant criticism and far-reaching proposals, but alas! on reaching the second paragraph, what a surprise we received.

An assistant who accuses us of spending our time as office boys advocates the keeping of accession and withdrawal registers. An accessions register in numerical order, whether card or otherwise, serves no useful purpose, 99 per cent. of the entries remaining unconsulted from the time of their inscription to their deletion. A shelf list, preferably on cards, incorporating

all details usually found in an accessions register will answer the purpose of either a shelf list or accessions register. And why a withdrawals register? More waste of valuable time and space. It is nothing but an elaborate cemetery of defunct fiction and superseded technical works. We cannot see what consolation it can be to a borrower to be told, "I am very sorry; it is not in the library now. We did have a copy, but it was withdrawn 21st June, 1929."

"Routine work connected with reserved books is, in some libraries, unnecessarily involved. . . ." We agree, Mr. Dent, but the method you advocate is too involved. With it, titles reserved more than once are scattered in several places through the file, and a charge has to be "restopped" for each reservation. We suggest that if the cards be filed in alphabetical title order, it saves the trouble of restopping, and enables enquiries to be met with ease.

Finally, while supporting Mr. Dent's proposals regarding interavailability of tickets, we should like to make a plea for a standard member's ticket. During the past summer our library received tickets from nearly seventy libraries. These 500 odd tickets ranged in size from  $1 \times 2$  inches to  $4 \times 2\frac{1}{2}$  inches, and over 50 per cent. of them, being unsuited to our charging system, had to be replaced by temporary tickets. For interavailability to become really practicable, a standard ticket must be adopted in order to cut out unnecessary clerical work.

Yours faithfully,

"34 KE"

W. J. R. MOORE. ALAN R. P. McNAE.

### **New Members**

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ENTRAL.—G. Alexander (Chingford Branch, Essex County);
N. E. Binns (Watford); Miss J. Caplan (Barking); Miss E. M.
Copsey (Essex County, Chelmsford); Ruth Couzens (Dumfries);
L. H. Cudby (Barking); J. Edwards (Hertford County, Hertford); A. Prys
Evans (Llandudno); Miss M. E. Fletcher (Southend); P. C. Gale (Glasgow); B. Giddings (Cambridge County); Miss J. Griffiths (Flat 4, 10
Wyndham Crescent, Tufnell Park, N.19); J. W. Hearn (Midlothian
County); A. A. C. Hedges (Watford); Miss A. Kenrick (Barking);
T. A. Mescal (Wandsworth); Miss I. Middleton (Torquay); D. C.
Millington (Gainsborough); R. D. Milne (Dagenham); L. W. R. Pollard,
H. J. Richards (Devon County, Paignton); K. G. Rugg, Miss J. Sanderson

(Kent County, Orpington); D. A. Shepherd (Watford); E. A. Waller (Hertford County, Hertford); T. Warne (Southend); S. C. Waters (Kent County, Orpington); Arthur Wood (Glasgow University).

Midland.—Miss J. Bramall (Staveley Branch, Derby County).

North-Western.—R. D. Currie (Lancs. County, Preston); Miss M. Eastwood (Sale); Miss D. M. Gregson (Southport).

South-Eastern.—Miss E. N. Duncton (Horsham); Miss J. F. Hayler (Hove); G. H. Lawrence (Margate); Miss J. Parsons, Miss B. G. Waters (Hove).

Yorkshire.—Miss J. Atkinson (Chapel Allerton Branch, Leeds); Miss Z. M. Davies, Miss K. Gough (Leeds); H. K. Porter, Miss I. Zimmerman (Chapel Allerton Branch, Leeds).

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